



ESG Report

2023

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Foreword

Kim Challis

Responsible Business

The introduction of APCOA's 'Sustainability in Action' initiative in 2021 was a major milestone in our ESG journey. Through the implementation of ambitious initiatives within a well-defined ESG framework, we have shown a true integration of sustainability into our fundamental business practices. This report showcases APCOA's commitment not only to our employees, clients, and investors, but also to the broader communities and environments in which we operate.



ESG Objectives

Environment

As a prominent figure in the mobility sector, we acknowledge APCOA's significant impact on the environment and are pleased to announce real advancements in sustainability within our operations. By using our influence in the mobility industry, we are actively playing a part in enhancing the environment and striving towards a more sustainable future. One of our primary initiatives involves the development of a network-wide EV charging infrastructure in partnership with clients and suppliers, a programme that we will continue to build on throughout 2024.

We are also helping the owners of the assets in which we operate to increase their own contribution to a more sustainable environment. By implementing eco-friendly technologies and promoting efficient resource use, we support our partners to reduce their environmental footprint and advancing sustainability goals.

Social

We strive to make APCOA an employer of choice. Our social framework is based on the principles of the United Nations Global Compact Agreement, which provides a structured approach to social responsibility. During 2023, we have continued to take actions that have a tangible impact on our employees, communities, and charitable organisations.

Governance

As a leader in the development and provision of digital solutions for parking and mobility, APCOA places paramount importance on data security and compliance. Our governance framework ensures that every APCOA colleague understands their responsibilities and is equipped to consistently make informed and ethical decisions.

2023 Achievements and Future Goals

Our last Sustainability Report provided a comprehensive overview of our ESG strategy and results, highlighting the investments we've made to drive meaningful change. We recognise that sometimes even small changes can have a significant impact over time, which is why our ESG plan encompasses small-scale initiatives alongside ambitious large-scale change. This approach allows us to address sustainability challenges at various levels and make a difference where it matters most.

APCOA's commitment to data security, compliance, and sustainability reflects our dedication to delivering secure, dependable, and environmentally responsible digital solutions in the parking and mobility sector.



During 2023, we have continued to push hard on carbon reduction plans despite the significant growth we have seen in the past 12 months. We have seen a total reduction of 221tCO2 in our Scope 1 and 2 emissions from our 2021 baseline. Our commitment to EV100 has shown an increase in our electric fleet from 14% to 26%. Our electrification strategy has resulted in the installation of more than 650 AC charge points and 32 DC charge points in the car parks we operate.

With large numbers of people visiting car parks, health and safety needs to be at the forefront of everything we do, and it's an area we have continued to focus on this year, including the introduction of a set of new H&S measures. I'm delighted that overall, we are now seeing a really positive impact from the ED&I initiatives we launched in 2023 which will continue to support and encourage an increase in colleague numbers of Young Talent (14%) and Women in Parking (26%).

We have also improved our risk management through frequent audits and an increased focus on business continuity.



I continue to be inspired by the enthusiasm and commitment of our colleagues to embrace change and seek opportunities to make improvements. I thank them for their continued support in helping us to become a more sustainable business. By ensuring APCOA continues to grow and develop in innovative, responsible, and sustainable ways, we are confident that we can make a significant contribution to achieving environmental and social targets.

In this report, we present APCOA UK's ESG vision, objectives, and progress throughout 2023. Within these pages, you will discover many examples that highlight various initiatives, each tailored to different aspects of our ESG strategy. These examples demonstrate our collective dedication and commitment to sustainability, social equity, and ethical business practices.

“sometimes even small changes can have a significant impact over time”

Furthermore, the report showcases APCOA UK's commitment to the goals we have established, as well as our resolute determination to effect meaningful change. Through our efforts, we aim to not only drive significant transformation, but also enhance the quality of life for our employees and the local communities in which we operate.

Kim Challis

Regional Managing Director, APCOA UK & Ireland and Group ESG Director



250,000 Parking Spaces	2,200 Employees
130 Contracts	1,400 Car parks

1. Approach to Sustainability



How Sustainability is built into our Company

At APCOA, we believe it is our responsibility to grow and develop as a company in innovative and sustainable ways.

Connecting parking, mobility and urban life, we are an integral part of the urban ecosystem and strive to contribute to cutting CO2 emissions, conserving resources and improving quality of life. Our Europe-wide ESG programme fast forwards our activities, centred around the three main pillars:

Environmental

APCOA has made a commitment across the Group to measure the Scope 1, 2 and 3 emissions, calculated in accordance with the Greenhouse Gas Protocol. To do so, we are partnering with First Climate. We annually report our progress against our carbon reduction targets and the associated initiatives we have taken in our journey to achieve net zero.

Social

Our people are our business, and we are proud to say that we employ colleagues from a diverse range of backgrounds and experience. To ensure an attractive workplace, we have installed a Group-wide policy on social aspects that incorporates five key elements: human rights, modern slavery, sustainable work environment, employment relations and support of the local communities we serve.

Governance

APCOA has implemented a comprehensive set of corporate governance guidelines, policies and standards which are audited on a regular basis. Through continuous training, we have developed a strong risk awareness culture across all our organisations which is also supported by specialised local teams.

Our ESG reports are just one way that we are reinforcing our commitment to our colleagues, our customers, our clients and suppliers, our communities, and the environments we work in across our markets. In addition, we have joined the UN Global Compact which provides a framework for developing a more sustainable and responsible business.

Grow as a company

in innovative and environmentally friendly ways.

Act as an integral part

of the urban ecosystem by reducing CO2 emissions, conserving resources and improving the overall quality of life.

Bring together

parking, sustainable mobility and urban life.




3. 2023 Highlights




2023 Highlights Dashboard


Environmental



EV - c. 700 charge points installed
- AC / DC charging stations in our car parks



Electric Vehicles accounted for 45% of our Fleet
which is a 50% increase on 2022.



Intelligent lighting, solar panels and voltage optimisers have **reduced electricity** consumption for lighting, ventilation and powering equipment across our car parks



500 car parks as urban hubs
across the UK to provide the physical and digital infrastructure for sustainable urban life




Our APCOA Connect App and ScanPay®, provide over **5M customers** with cashless parking and charging payment services



430 ANPR
sites across the UK for a frictionless experience

Social



26% women
28% work flexible hours
14% young talent <25 years old



We support multiple **charitable fundraising events** (financial contributions or supporting local community activities)



In 2023 we saw a 10% reduction on our LTIFR
Result 2.8

Governance



Corporate Governance has been strengthened by
- Code of conduct,
- Annual compliance and security training

2. ESG Vision & Goals

ESG VISION & Goals

At APCOA, we have established ambitious targets for our ongoing ESG journey. Across all three domains, we have set distinct milestones and developed detailed plans to guide our efforts toward their achievement. These set out how we will address the most material issues for our sector and make a difference by 2030. By making substantive progress towards decarbonisation by 2030, we will remain on track to meet the goal of net zero by 2050.

Our first pillar – Environmental – sets out APCOA’s response to climate change and managing the impact on the environment.

The second – Social – brings together our plans to improve the prosperity and well-being of individuals and communities.

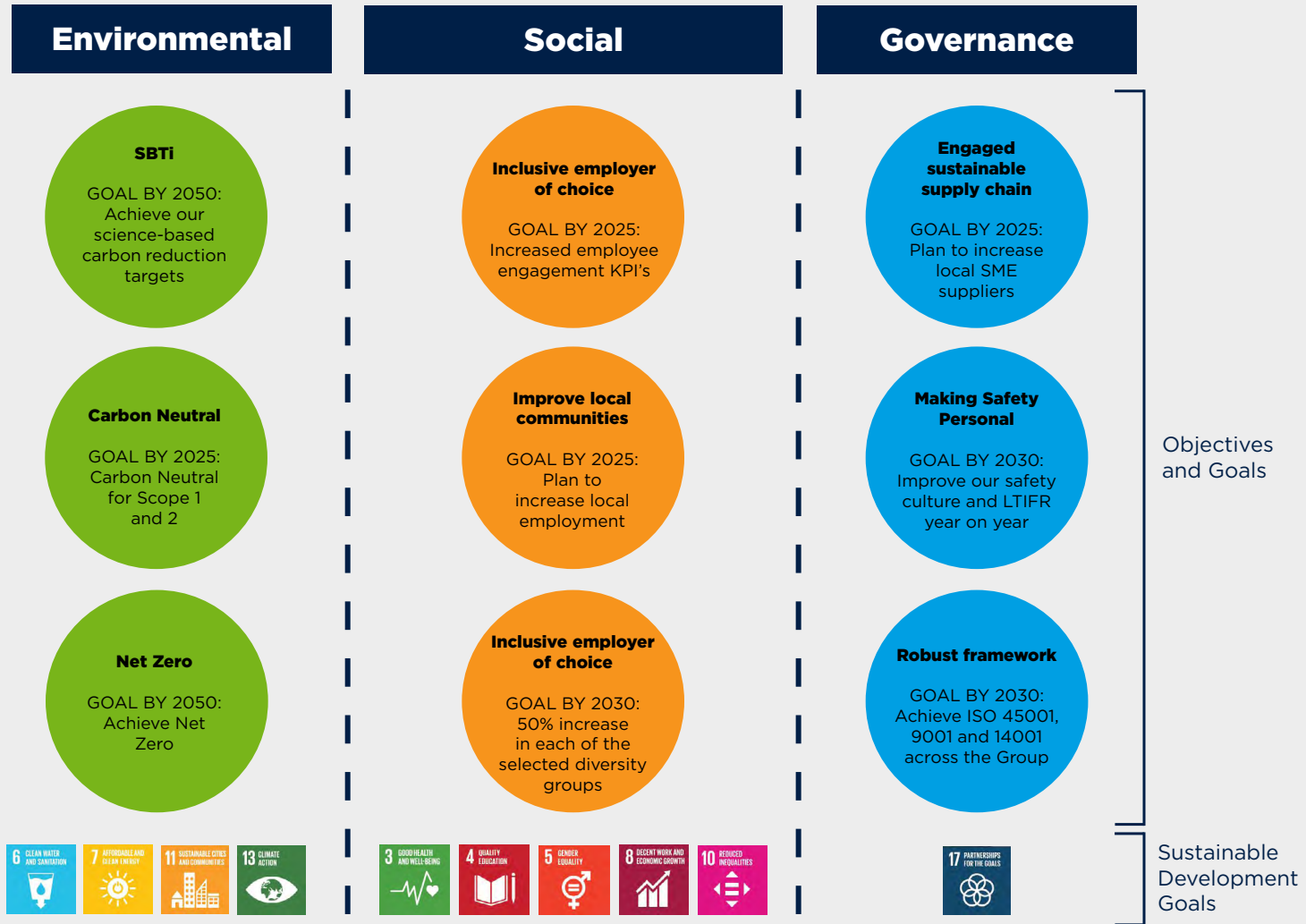
Our third – Governance – ensures we are making the right choices via a robust, transparent governance framework.

Underpinning all three pillars are our responsible business foundations, the basis of our ongoing commitment to do the right thing. There is strong alignment between the United Nations’ Sustainable Development Goals and APCOA’s objectives, and we have mapped them here.

Joint responsibility

We acknowledge the increasing expectations of our stakeholders to develop and deliver sustainable solutions. As a company, we are focused on improving the quality of life for local communities and for our colleagues across APCOA’s 13 European markets.

Specifically, as a Group, we see numerous opportunities within our locations and business models to create a sustainable impact on society. Our focus lies in reducing stress, traffic, emissions, and noise by facilitating seamless mobility for both people and goods.



4. About APCOA



About APCOA

Company Profile

APCOA is Europe's leading parking operator with more than 50 years of industry expertise. With 2,200 employees in the UK & Ireland, we manage more than 250,000 individual parking spaces. The company is active in the areas of parking, charging, technologies and urban solutions.

Who we are

With our consistent asset light business model, APCOA is the trusted partner who maximises value for private and public real estate owners. Via our open digital platforms, we connect on-street and off-street car parks with clients, partners, customers and their vehicles. Based on this technology, APCOA is transforming our car parks into Urban Hubs, providing the physical and digital infrastructure for mobility, logistics, e-charging, and technology-based services.

Customers profit from innovative and convenient experiences provided by APCOA and our partners who use the car parks to deliver their services. The environment also benefits as the company actively contributes to the reduction of emissions in cities by decreasing the volume of traffic for logistics and searching for parking.

“APCOA serves all sectors: airports & railway stations, city & shopping centres, hospitals, universities as well as local government, event locations and on-street sites.”

By connecting parking, mobility and services for urban life, APCOA is positioned to be an integral part of the digital and physical urban ecosystem.

What we do

PARKING

Delivering higher value and better experiences with parking spaces.

CHARGING

Advancing e-mobility with charging infrastructure.

TECHNOLOGY

Creating value with tech and data.

URBAN SOLUTIONS

Supporting sustainable communities with hubs.

What we stand for

We are deeply passionate in everything we do. This makes us an approachable, reliable and solution-oriented partner for your business, building on over 50 years of parking know-how. At the same time, we are a forward-looking and creative team, determined to take everything around parking more than just one step ahead.



c.2,200

employees across UK and Ireland



Provides **Parking & Mobility** services nationally, and is present in all major regions

5. Environmental

Summary of our Ambitions

Climate change is one of the most pressing challenges APCOA faces today:

- **Carbon Emissions:**
APCOA operates a large fleet of vehicles and manages car parks which impact on carbon emissions.
- **Energy Consumption:**
Parking facilities require energy for lighting, ventilation, and other operations; finding ways to reduce energy consumption and increase efficiency can help APCOA to mitigate the effect on the environment.
- **Sustainability:**
Consumers are becoming more environmentally conscious and are increasingly choosing to support businesses that prioritise sustainability.
- **Regulatory Compliance:**
Governments are implementing stricter regulations to address climate change, including emissions standards and sustainability targets.

At APCOA, we are aware of the need to protect our environment and have been working hard in recent years to implement a range of strategies to meet these challenges. These include investing in electric vehicles, improving energy



efficiency in our facilities, providing customers with improved access to renewable energy sources, and promoting sustainable practices throughout our operations.

We know that focusing on environmental sustainability will also:

- Protect our Brand and enhance the value of what it stands for.
- Give us a competitive advantage in our key business sectors – driving growth both in B2C and B2B.
- Allow us to be the company of choice when attracting the best talent.

By taking proactive steps to mitigate our environmental impact, APCOA is helping address the challenges of climate change while also improving our long-term sustainability and competitiveness. We intend to lead the way, showing others what best practice looks like; as Europe's leading parking company, we believe we have a responsibility to encourage and drive change.

“We have set a target to be Carbon Neutral for Scope 1 and 2 by 2025 and achieve Net Zero by 2050.”

APCOA is committed to working closely with all our key stakeholders (investors, landlords, clients, customers, colleagues, and supply chain partners) to reduce our carbon emissions. Our baseline year has been set to calendar year 2021.

In 2021 we appointed a partner, First Climate, to work with our sustainability team to measure our carbon emissions. With over 20 years' experience, First Climate is a leading provider of climate protection and green energy solutions supporting private and public sector organisations to achieve their climate and sustainability objectives. They are working with APCOA to minimise avoidable emissions and develop in-setting and off-setting solutions to compensate for unavoidable carbon emissions.

“Our aim is to minimise the environmental impacts for our business. We are committed to measuring our carbon footprint every year (2021 baseline) and have developed a comprehensive 5-year carbon reduction plan centered around 6 key initiatives.”

Measuring Our 2022 Carbon Footprint

Our carbon footprint for Scope 1, 2 and 3 carbon emissions has been calculated by First Climate in line with the Greenhouse Gas Protocol (GHG-P) which is the most widely used international accounting framework to understand, quantify, and manage greenhouse gas emissions.

The Greenhouse Gas (GHG) Protocol is a multi-stakeholder partnership of businesses, non-governmental organisations (NGOs), governments, and others convened by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD).

APCOA's total Carbon footprint for 2023 is 11,644 tCo2e. This is a reduction of 3,831 tCo2e from the baseline year of 2021 which has been adjusted to include the acquisition in the UK and our new technology start up Value Spaces.

Our direct emissions accounted for 15% of the total emissions, which was a 3% reduction from the prior year. Our indirect emissions accounted for 85% of our total 2023 emissions.

Our carbon reduction plan focuses around a four-step plan targeted at those direct operational activities that contribute most to carbon emissions. It also applies to our indirect emissions as we engage and work with our supply chain and clients to reduce third-party emissions.

Our Carbon Reduction Plan



ELIMINATE

Our decisions will consider options to eliminate carbon emissions



REDUCE

We will use resources efficiently to lower our carbon intensity



SUBSTITUTE

We will adopt low carbon alternatives



COMPENSATE

We will offset unavoidable emissions through environmental projects

To reach our target to be Carbon Neutral by 2025 we have implemented a carbon reduction programme centered around six main initiatives:

1. Delivering Sustainable Transportation
2. Providing Sustainable Energy Solutions
3. Improving Air Quality
4. Urban Hubs - Reducing Travel Through Localisation
5. Accelerating Electrification
6. Leveraging Digital - Sustainable Operations



1. Delivering Sustainable Transportation

APCOA has signed up to EV100, committing to transition our complete fleet (cars, vans, scooters) to fully electric by 2030.

“Electric vehicles accounted for 45% of our total fleet, marking a significant doubling since 2022. We anticipate this figure to surge to 70% by the end of 2024.”

Our operational fleet is also transitioning to both smaller, more economical vehicles such as e-bikes and scooters where possible.

Our total scope 1 emissions for 2023 was 725.15 tCO₂e. Mobile combustion (fleet) was 679.82 tCO₂e (94% of total scope 1 [direct] emissions). The remaining 6% was from gas heating at some of our on-street bases.

Employee commuting contributes to 12% of our indirect emissions. Therefore in 2024 we will be reviewing our company car policy to ensure we incentivise more sustainable travel to and from work, including the promotion of hybrid and electric vehicles and car sharing.

“The trend towards sustainable transportation is growing fast. Partnering with Bikeep to introduce their secure storage and charging solution into the UK is an exciting step forward.”

In some locations, we offer electric bikes as a sharing service - customers simply have to download the app, register an account, and follow the instructions placed on the e-bike. After scanning the QR-code to connect to the e-bike, their journey can begin.

APCOA is also partnering with multiple car sharing, car rental and micro mobility providers who are using parking spaces for EV charging or to provide their services to the public. This goes hand in hand with improving connections to public transport to encourage multimodal transportation as an alternative to car ownership.

Example

APCOA have partnered with Bikeep, an award winning global micro-mobility enabler, to introduce its secure cycle storage and e-bike charging solution to employees and customers. Users can access Bikeep’s individual smart bike racks for secure and convenient parking and charging whilst continuing their onward journey.

The infrastructure supports those making environmentally friendly journeys to and from the car park and encourages more users to use this mode of transport.



EV Fleet

We have started to replace our corporate fleet with electric vehicles.

Our electric vehicle fleet serves a variety of purposes, including CCTV enforcement, facilities and first-line maintenance, site visits, cash collections, and handling suspensions.

“It is estimated that around 30 tCO₂e could be prevented from being emitted as part of bringing in the new vehicles.”

Example

In July 2023 two new zero-emission 22-seater EMV e-Cityline busses were introduced at Aberdeen International Airport, to transfer passengers between the airport terminal and car parks. The new vehicles mark the beginning of a sustainable transition, with plans underway to convert the entire fleet to electric by 2024.

To support this green initiative, charging stations were installed at Aberdeen International Airport, ensuring seamless operation and continuous power supply for the electric vehicles.

At Leeds Bradford Airport, we've upgraded to a spacious 40-seater EV passenger shuttle. This larger capacity vehicle not only enhances passenger comfort but also significantly reduces emissions and the number of trips required, aligning with our commitment to sustainability and environmental responsibility.



2. Providing Sustainable Energy Solutions

Electricity is our largest energy source. We use it for lighting, ventilation, and powering equipment across our car parks. Our 2023 electricity consumption was 2,194 MWh.

In 2023 we continued to purchase 100% of our electricity from renewable sources including hydro, wind, solar, biomass and landfill gas.

In addition to this we are implementing several reduction initiatives:

Solar Panels

We have seen a positive impact from the implementation and use of solar panels for powering ANPR cameras, car park pay & display machines and ancillary operational activities such as car washing, lockers and other payment solutions.

LED Lighting

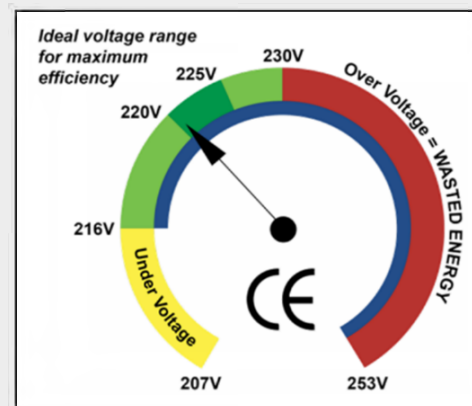
One important contributor to reducing our energy costs has been the further implementation of intelligent LED lighting systems across larger car parks; this work continues in 2024.

Example

Situated in Halifax, our Broad Street Plaza car park is an exemplary multi- storey facility, offering an impressive 430 parking spaces. In 2019, we implemented substantial enhancements to the car park's lighting system, transitioning to energy-efficient LED lights, and incorporating motion and light level-sensors. Building on this progress, we successfully decommissioned 45% of the light fittings, while maintaining optimal light levels without any negative consequences. This remarkable initiative resulted in exceptional electricity savings, surpassing 21%.

Use of Voltage Optimisers in Car Parks

Voltage optimisation is a clever energy-saving technique that is used to regulate the incoming power supply. By reducing the voltage supplied to the optimum level you can reduce the amount of electricity you use, cutting your carbon emissions at the same time.



Example

Following an initial trial at The Moor Car Park in Sheffield, a voltage optimiser unit was fitted to the incoming electricity supply. The optimiser reduced our utility consumption by approximately 7% per annum, which is a saving of circa £4,000 per annum, resulting in a payback of the investment in just 2.6 years.

Integrating Energy Centres into Car Parks

APCOA's client London North West University Healthcare NHS Trust needed additional, secure parking for staff members close to the hospital and to reduce its high energy costs.

APCOA's solution was to design and build a complex new 729-space multi-storey car park incorporating an integrated energy centre – the first combination of this kind. It both generates income for the Trust and supports their sustainability targets to achieve net-zero carbon emissions.

A sale of some land realised funds for future investment in staff and patients from the previously poorly utilised assets and provided an opportunity for the trust's housing partner to develop 1600 housing units, many of which are for low-income families in an area of acute housing shortage.

“Integrating car parks with energy centres saves 2,500 tonnes of carbon annually at Northwick Park Hospital.”

An 800m² energy centre, architecturally engineered into the footprint of the multi-storey car park, has enabled the hospital to dramatically reduce its energy spend. The combination of a state-of-the-art CHP system enhanced by innovative combined air and water sourced heat pumps along with a battery storage system, also created a smart grid, producing a saving of 2,500 tonnes of carbon every year.



3. Improving Air Quality

Emissions from road vehicles, which include particulates and nitrogen oxides, have a negative impact on air quality.

At APCOA we are working to develop a coherent strategy to address our contribution to improving air quality. Our policies to minimise emissions include the following:

Anti-Idling Campaigns

We are working with councils in the UK to implement no-idling campaigns via on-street enforcement.

Air Quality Monitoring

We support our clients' air quality programmes through intuitive and innovative means. For example, we have sourced and deployed compact environmental pollution monitor trackers which can be worn by our frontline colleagues.

The air quality trackers collect data on PM, PM 10, No2, VoC, Temperature and Humidity which is paired to allow real time data transmission and GPS location mapping. The data is fed back live to a global air quality data collection utility. We feed into data that is openly sourced and freely available to the communities that we operate in, meaning we can demonstrate highs and lows in pollutant levels at 1-hour intervals over a 24hr period. We are the first operator



to deploy wearable trackers with enforcement officers.

This project has been rolled out to five Local Authorities in the UK and is now being trialed in Ireland.

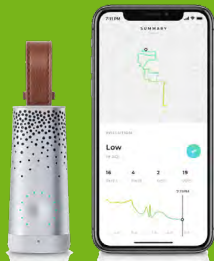
The Flow Devices

The Flow devices have garnered significant interest and received the CES 2017 Innovation Awards Honouree title in the "Tech for a Better World" category.

Example

Throughout Lambeth Council, all CEO's actively encourage drivers to switch off their engines when stationary, reporting around 120 per month for idling and generating information on affected locations.

Our Civil Enforcement Officers across Bromley Council undertake patrols during school drop-off and pick-up times to mitigate emissions resulting from idling vehicles outside educational institutions.



Recycled Energy - Zero Waste To Landfill

In collaboration with Lincolnshire County Council, we have implemented a comprehensive waste management strategy aimed at transforming waste into valuable resources. Partnering with award-winning waste management and recycling service provider, Ellgia, we optimise the recycling process to extract maximum value from recyclable materials. Additionally, we channel residual waste to fuel production facilities, where it is converted into both Solid Recovered Fuel (SRF) and Refuse Derived Fuel (RDF), effectively diverting waste from landfills and contributing to a sustainable future.

Waste Recycling

We prioritise waste reduction and environmental responsibility by implementing paper recycling programmes at our head office and contract bases. Waste materials, including paper and plastic, are diligently sorted and either processed through our clients' recycling systems or transported to local council recycling centres for proper disposal.

Furthermore, we promote a culture of mindful paper usage throughout our offices, encouraging employees to opt for digital communication whenever feasible to minimise the need for printing.

Example

We source our uniforms from one of the leading sustainable corporate wear company uniform suppliers in the UK, Keltic Clothing. We know that every garment supplied has an impact on the person who wears it, the person that made it, and on the planet.

The polyester yarn used to manufacture uniforms is made from recycled plastic bottles, instead of crude oil like most polyesters. Corporate shirts are made with Fair Trade cotton, this helps small farmers get a fair guaranteed price for their cotton.

Another example is the Sorona Fabric in patrol trousers, these are made with bio-based ingredients instead of chemicals, which reduces dependence on fossil fuels.

What are we doing at the moment?

Garments made from recycled materials

Our Patrol Softshells are made from fabric that is 100% recycled (8 recycled plastic bottles in one softshell)

Our Patrol Shirts are made from 100% recycled fabric (5 recycled plastic bottles in one shirt)

Our Patrol Trousers are made from Sorona, which comes partly from plant-based renewable sources



Biodegradable Stationary

In the London Boroughs of Lambeth and Hillingdon, the bags used for issuing penalty charge notices (PCNs) are recycled and suspension boards are reused. Looking ahead, we are committed to enhancing our environmental efforts by transitioning the PCN bags in other client contracts over to fully biodegradable alternatives.



4. Urban Hubs - Reducing Travel Through Localisation

APCOA offers more than 500 car parks as Urban Hubs to provide the physical and digital infrastructure for strategic partners in mobility, electrification, logistics and on-demand services.

With the strategic expansion of our product portfolio, we form an integrated ecosystem of Smart City and Smart Mobility services and actively contribute to the sustainable transformation of urban areas and the reduction of CO2 emissions.

APCOA's strategic partners include Amazon, We Buy Any Car, Inpost, Hertz, Yeep and Salvation Army. The flexible incorporation of tailor-made electric shared and micro mobility services support emission-free intermodal transport and help to reduce inner-city traffic and the search for parking spots.

“Our hubs combine parking with logistics and technology services, shared mobility platforms and charging infrastructure for electric vehicles - creating the smart city of the future.”

Example

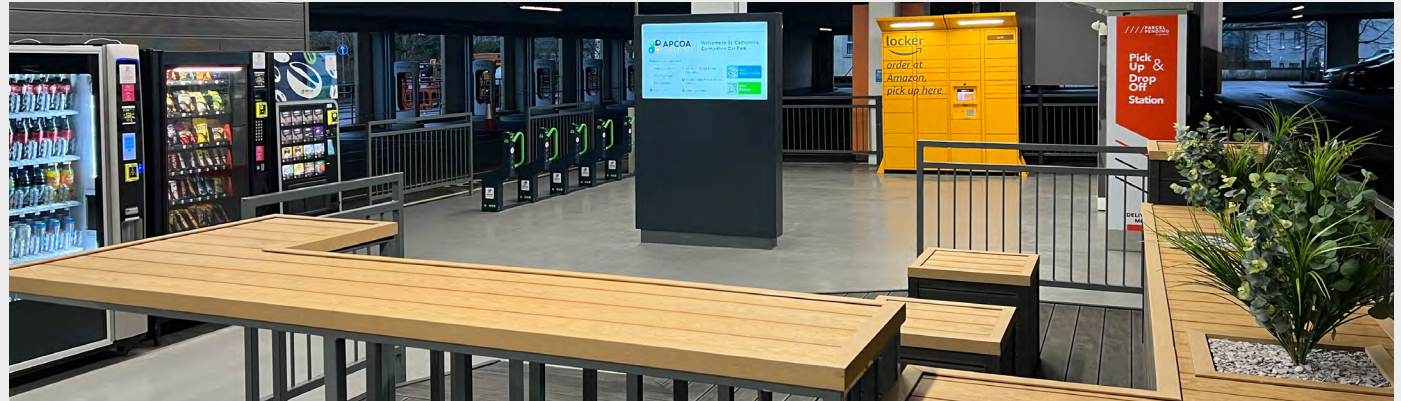
APCOA has partnered with Amazon, ByBox and InPost to offer an innovative self-service parcel locker service across more than 310 car parks nationwide. These lockers are designed to contribute to greener communities by minimising last mile journeys and alleviating congestion.

By consolidating deliveries to these lockers, 66% reduction of Co2 emissions in urban areas is achieved compared to home deliveries. As a result, a single parcel locker can save up to 14 tons of Co2 annually, making a significant positive impact on the environment.



Example

In February 2023, APCOA opened its first UK Urban Mobility Hub, welcoming the public at St Catherine's Walk Car Park in the Welsh town of Carmarthen. In Q1 2024 we will see a further two Urban mobility hubs open in Sheffield and Manchester, with a roll-out of 10 sites planned by 2028.



These innovative hubs are strategically located at central and easily accessible car parks, designed to provide a variety of convenient services all in one place.

Urban Mobility Hubs serve not only as a one-stop-shop for various accessible services but also as a hub for local information and a well-situated point for seamless transition between different modes of transport.

All will have services tailored to benefit their local communities and provide links to public transport which will contribute significantly to APCOA's ongoing commitment to sustainability.

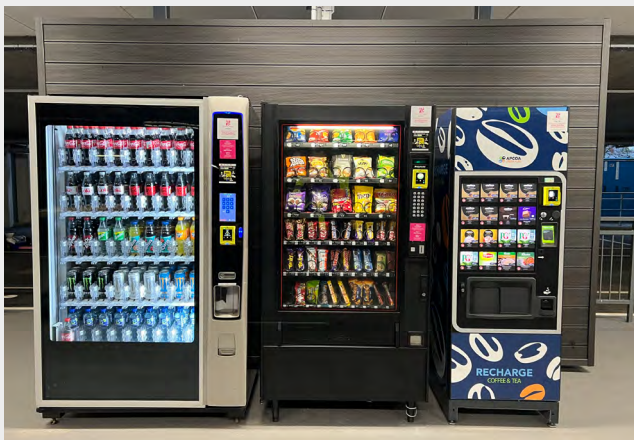
Urban Mobility Hubs contain:

- F22kW AC fast chargers and V3 Tesla Superchargers, boasting peak charge rates up to 250 kW
- E-bike chargers accompanied with secure bike storage
- A comfortable seating area housing vending machines serving hot and cold drinks and snacks
- Delivery lockers covering every major courier
- A pre-bookable, heated, private office, ideal for business and work needs
- Live transport screen showing real-time updates on local bus and train services
- Designated parking zones for blue badge holders, parent and child parking, and pre-bookable premium bays

APCOA Wins Smart Parking Citti Award

We were delighted to win the Smart Parking award at the CiTTI awards in 2023. The award recognises intelligent approaches to the planning and management of parking, delivering solutions for communities and evidencing 'joined up' or lateral thinking.

APCOA's Urban Mobility Hub in Carmarthen impressed the judges with its sustainable credentials and provision of local, EV car and bike facilities, bookable office pods, vending machines, free WiFi and designated parking bays.



5. Accelerating Electrification

Powering more of the cars we drive with clean energy is essential to address both CO2 emissions and air pollution.

At the end of 2023 we have 700 EV charging stations available in car parks operated by APCOA in the UK.

As part of our EV strategy, APCOA will make the investment to expand our AC charging infrastructure and become a leading EV charging operator. In parallel, strategic partners from the automotive industry, as well as energy and charging infrastructure providers, will deploy an additional 1,000 fast-charging stations across APCOA's dense location network.

We have developed a central European charge-point management platform which allows us to undertake full end to end management of the EV charge-point network in each of our European Countries. This open (OCCP) and compatible setup allows the integration of multiple EV charge-point partners and services.

Example

Among our accomplishments, we're particularly proud to have deployed 587 22kW AC fast EV chargers across twelve Network Rail stations across the UK.

Our planned 12-month rollout will see the total number of fast EV charging points at Network Rail sites increase to 680.

The APCOA Connect App and ScanEV® serve as the front-end to parking customers, including locating, booking and payment.

At the end of 2023 we have 700 EV charging stations available in car parks operated by APCOA in the UK.



Example

In 2023 APCOA UK was selected by two London local authorities to support them with the development of their EV infrastructures, each with different requirements.

Working with the London Borough of Hillingdon, APCOA will be rolling out hundreds more EV charging points across the borough, to deliver a high quality, accessible and convenient electric vehicle charging network by 2030. It includes new public charging points at off-street council property to help meet demand as more drivers switch to electric vehicles.

Another solution has been delivered by APCOA for the London Borough of Bromley at its central Civic Centre multi-storey car park. APCOA has provided 12 Tesla DC rapid electric vehicle chargers and five AC charging units where motorists can charge their vehicles over a longer period or overnight.

Both solutions will contribute to the achievement of environmental targets by reducing emissions, and the additional EV capacity will also encourage local residents to make the move to more sustainable transport.

“In 2023, we've achieved significant milestones in advancing electric vehicle infrastructure across the UK, with a total of 700 EV charging points installed to date.”

We are thrilled to receive recognition for our outstanding progress in advancing electrification within the public sector throughout the past year.

EV Champion of the Year

We are extremely proud to have won the 'EV Champion of the Year' award at the 2023 British Parking Awards November. This award is presented to an organisation who have demonstrated exceptional dedication to advancing the transition to zero-emission driving. APCOA was presented with this award in recognition of our efforts in deploying EV charging infrastructure across public car parks, furthering the accessibility and sustainability of electric vehicle usage.



EV Charging Award

In November, we were honoured to receive the prestigious 'EV Charging' award at the annual CiTTi awards. This recognition celebrates APCOA's significant contributions to advancing the electric vehicle industry through the diligent installation of charging infrastructure, further facilitating the growth and adoption of electric vehicles



Partnership of the Year

APCOA and Network Rail were awarded the 'Partnership of the Year' award at the 2023 National Sustainability Awards. The partnership was commended for its remarkable achievement in deploying a unified EV/parking solution comprising 462 EV charging points across six Network Rail sites. This expanded infrastructure not only facilitates convenient access to charging facilities but also streamlines the parking payment process for customers through a single app, APCOA Connect.



Andrew Ledger from Network Rail said,

“APCOA has demonstrated strong technological developments and improvements, operational and cost saving efficiencies whilst not detracting from customer service and operational/financial performance. APCOA has helped Network Rail improve the car park assets across the estate, with strong multi-contractor specialisms and support, leading and delivering on the installation and the implementation of payment solutions for EV across the estate.”

6 ■ Leveraging Digital - Sustainable Operations

APCOA has demonstrated a longstanding commitment to the development of digital technologies which are having a very positive impact on both customer convenience and environmental sustainability. The widespread adoption of digital services across all sectors highlights the transformative power of technology in our daily lives.

The range of payment solutions offered by APCOA, such as, APCOA Connect, ScanPay®, and Prebook, demonstrate a proactive approach to meeting the evolving needs of customers. These services not only make parking more convenient but also streamline the payment process, enhancing the overall customer experience.

Leveraging digital technologies to optimise operations improves efficiency and contributes to reducing environmental impact. By minimising the need for physical infrastructure and utilising data analytics for better resource management, APCOA is demonstrating its commitment to sustainability.

Example

PARKWAY- Europe's most connected and customer-centric digital parking solution, was developed by APCOA's UK development centre. PARKWAY provides the opportunity to deliver a more sustainable operation by improving air quality, accelerating electrification and using sustainable energy solutions.

The entire PARKWAY solution has been built with customer experience, scalability, security and resilience at the core. Currently operational in 5 countries across more than 640 car parks, it facilitates over 155 million ANPR reads and processes over 6 million payment transactions annually. Presently, 80 of our clients are reaping the benefits of this solution, with further plans to expand.

The PARKWAY platform allows us to:

- **Reduce the carbon footprint of car parks by better understanding car emissions and usage**
- **Reduce dwell times by expanding barrierless journeys**
- **Reduce overall power demand by removing physical assets**
- **Analyse EV charging usage and increase charging capability as demand increases**
- **Drive down cash collection and reduce paper tickets**
- **Embrace more sustainable power solutions such as solar power, intelligent LED lighting and hybrid power solutions**



As the reliance on digital services continues to grow, APCOA's dedication to innovation positions us well to meet the evolving expectations of customers while simultaneously driving positive change for the environment. Our operations are now moving to:

ANPR Technology

The use of Automated Number Plate Recognition (ANPR) reduces the need for permanent physical staffing and can be integrated with digital services to provide the end customer with a frictionless experience. We now have 430 ANPR sites across the UK.



Example

In 2023, we collaborated with GOVIA Thameslink Railway (GTR) to eliminate pay and display machines from all their car parks. Over a span of 3 months, 203 pay and display machines were removed from 143 GOVIA Thameslink Railway car parks, replacing them with low voltage ANPR cameras. This transition not only streamlines operations but also significantly reduces the need for cash logistics, maintenance, consumables, and processing, resulting in substantial cost savings and decreased travel-related fuel and electricity consumption.

To enhance customer convenience, we've introduced various payment options, including APCOA Connect, APCOA Prebook, and ScanPay®. These alternatives eliminate the need for manual queuing and payment, providing customers with a seamless and hassle-free parking experience.

Customers can make automatic payment through the APCOA Connect app and ScanPay® at more than 1,000 sites, which has enabled more sustainable functions, such as:

- **Digital parking permits**
- **Discounted parking: physical parking tickets/plastic cards are no longer required**
- **Payment by phone has reduced the need for physical payment machines**
- **Integration with EV charging - where to find the nearest charger and enabling payment for both parking and charging in the app.**

Through the digital platform, we have transformed our car parks into mobility hubs, and offer innovative services that enable a more practical everyday life for our customers and local communities. In 2023, we handled more than 8M transactions through APCOA Connect.

APCOA Wins Best Project Or Initiative Award

We were delighted to win 'Best Project or Initiative' at the AGS Awards for the implementation of cutting edge ANPR and ticketless car parking equipment at Aberdeen International Airport, setting a new standard in the industry, addressing crucial aspects of convenience, security, customer satisfaction and sustainability.



Cashless Technology

APCOA Connect

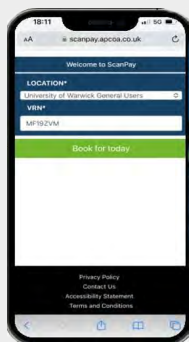
APCOA Connect allows around 5m customers to make payments for parking via an app using their credit/debit card. It also provides a range of convenient cashless services to help drivers alleviate the hassle of paying for parking. Services include paying up to 24 hours later with APCOA's LatePay, contactless entry to the car park, and fully automated payment, invoicing and contactless exit with APCOA AutoPay. With the integration of automated number plate recognition (ANPR), the system recognises the customer's vehicle and automatically opens the barriers, eliminating the need for pulling a ticket and going to the ticket machine.

“APCOA Connect has more than 5 million users, reducing the need for paper tickets and providing a seamless customer journey.”



ScanPay®

ScanPay® offers a quick solution for individuals who don't want to walk to a kiosk or download an APP. Using a QR code for payment via ApplePay or GooglePay, no user registration is needed, which provides a quick and convenient payment option.



ScanPay® can be configured to deliver bespoke client requirements and is easily integrated with existing and new car park equipment. It helps our clients reduce the cost of cash collection and associated processing costs.

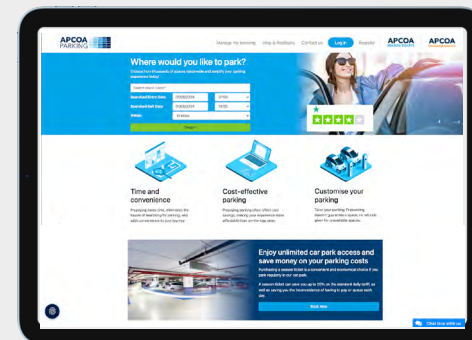
Example

Launched in 2022, ScanPay® is now being used across 500 car parks with over 1 million annual transactions.

Customer feedback is very positive as it doesn't require a ticket to be displayed on the car dashboard, provides a quick and easy payment method, and the customer can extend their parking remotely.

Pre-Book

Pre-booking and season ticket platforms allow customers to purchase discounted parking at our car parks via the internet. These measures reduce the need for cash logistics and processing, delivering less travel and fuel/electricity consumption.



Digital Customer Service

The integration of digital technologies in customer service has had a very positive impact on both customer convenience and environmental sustainability.

Webchats provide customers with a convenient way to interact with businesses in real-time. They allow for quick exchanges of information, addressing inquiries promptly without the need for customers to wait on hold or compose emails. Customer service agents can handle multiple chat sessions simultaneously, increasing throughput and reducing overall response times. With the addition of pre-defined response options for agents to select, we can ensure that information, instruction, and onward assistance is consistently and quickly delivered.

Chatbots are AI-powered virtual assistants that can handle routine inquiries and tasks autonomously. They can understand and respond to customer queries, provide information, and even perform simple transactions. By creating unique pathways aligned with the most common requests, our chatbots can give a dedicated customer experience. This frees up human agents to focus on more complex issues, thus improving overall efficiency.

Agent-Assisted Payments (PCI compliant) streamline the transaction process and enable secure handling of sensitive payment information while providing a seamless experience for customers.

Customers have a single point of contact, allowing agents to deal with their initial enquiry and conclude with transacting the required payment without the need to re-direct to another customer touchpoint or portal.

This enhances customer satisfaction whilst maintaining data security and regulatory compliance.

Call Routing Systems direct incoming calls to the most appropriate agent based on various factors such as skill set, availability, and customer profile. By efficiently matching customers with agents who are best equipped to address their inquiries, wait times are minimised and the likelihood of first-call resolution increased.

Example

In the latter part of 2022, APCOA's UK & Ireland customer service centre selected a new supplier and redesigned the web chat processes to improve the customer experience. Our chatbot, called "Parker", was then introduced in January 2023, going live on all UK & Ireland websites and booking portals.

During 2023, our customers' use of webchat increased to a total of 99,141 contacts and Parker either handled in full or assisted with 62,499 of those contacts. Total webchat contact almost doubled from 2022 and Parker enabled us to handle the increased volume without additional resource. Removing many of the common queries from the customer service agents frees them to focus on more complex cases. Another big benefit to customers is that Parker is available 24/7 so response times have also improved.

Digital Technology

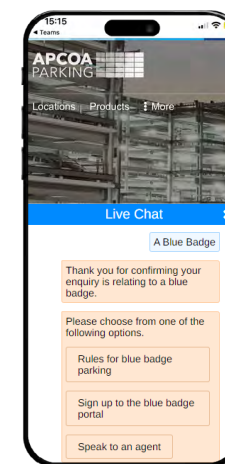
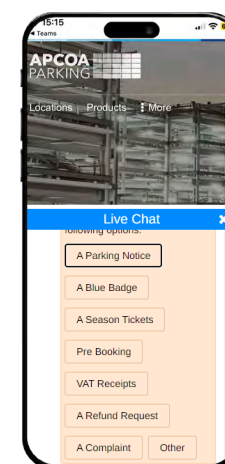
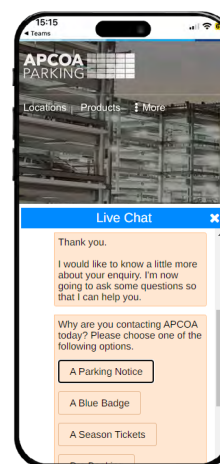
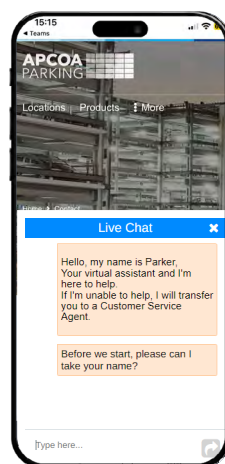
Work continues to remove the need for paper through the introduction of online solutions in recruitment, HR and payroll, communications (internal & external) and electronic tendering for new business.

We have moved to digital solutions for recruitment like 'e-employ', which manages the end-to-end process, posting job vacancies, shortlisting candidates, arranging interviews, and ensuring timely offers/rejections are made.

Example

APCOA e-Campus is an online learning portal that gives our colleagues the opportunity to learn online for continuous refresher training of elements such as GDPR, Compliance and H&S (Health & Safety).

This has had a dramatic effect on our employee commute. There has been an 85% reduction in travel related to training, which in turn positively affects our carbon footprint.



Carbon Offsetting

Climate protection projects are the basis for effective emission reductions and the neutralisation of unavoidable greenhouse gas emissions. We have worked with our partner First Climate to select the right projects which will offset our Scope 1 and 2 emissions whilst we focus on further carbon reduction initiatives. To date we have worked with the following projects:

Global Safe Water Programme in Nigeria, Kenya and Uganda

Schools throughout the world have a multitude of challenges, and these challenges are exacerbated when the basic inputs for health and student safety are not in place. Safe water, for example, is a daily challenge and boiling is often the only available option to make drinking water safe for students. Treatment technologies exist but are typically not affordable, accessible, or easily maintained.

Thanks to innovative finance, emission reductions created by displacing firewood for boiling can now provide a cost-effective and sustainable mechanism for scaling safe water access in schools.

Our partner Impact Water is a global social enterprise dedicated to providing safe drinking water to schools. The project delivers reliable, low-cost water treatment technologies to public and private schools in developing countries and finances its operation through carbon emission reductions resulting from the displacement of boiling water. To date, over 10,000 schools and 3m+ students have been reached. Over time, the project aims to expand to reach 100,000+ schools in support of the human right to safe drinking water.

Forest Conservation and Avoided Deforestation: The Rimba Raya Reserve-Project in Indonesia

The Rimba Raya Biodiversity Reserve REDD+ project is located in Borneo's southeast stretching almost 100 kilometers from North to South along the borders of Tanjung Puting National Park. The project protects 64,000 hectares of natural rainforest from deforestation and contributes to the upkeep of the forest as an important carbon sink.

Support for the project has resulted in an emissions reduction of 3.5 M tCO₂ e per annum.

Biogas Project

The project produces clean and renewable energy in the form of biogas. Biogas is used to generate electricity and heat by means of CHP engines, which displace electrical and thermal energy produced in non-sustainable ways.



The project provides a safe and healthy work environment for locals. On-the-job training is provided as well as special training on the environmental impacts of renewable energy production. The project has enabled the creation of several permanent full-time jobs. This project contributes to climate action by reducing methane and carbon dioxide emissions. Around 17,000 t CO2e are saved annually.

Traditional storage of livestock manure and application of unprocessed manure result in environmental impacts such as GHG emissions, odour pollution, and water/soil contamination. When fresh manure is fed into biogas plants, these impacts are minimised. In addition, sustainably sourced products like organic fertilisers made from digestate without the use of fossil fuels, are brought to the market.

Biogas also has its part to play within small, rural communities. In areas largely populated by small-scale farmers, food waste and animal manure can be used to generate biogas, which can then be used for cooking and lighting. This enables households to gain their own clean energy supply. Families can save on fuel costs and benefit from significantly better household air quality.

Work plan

APCOA has defined its climate targets including identifying the requirements of committing to Net Zero with the Science Based Targets initiative (SBTi). In parallel, emission

mitigation measures are being evaluated and the reduction potential quantified. Through this analysis, which will complete by end of H1 2024 we will create an emission reduction pathway which ensures APCOA meets its targets and climate protection commitments.

Going forward, First Climate will calculate APCOA’s updated GHG footprint in years 2024 and 2025 and provide tailored offset portfolios to ensure APCOA maintains carbon neutrality.

We are also working on ensuring compliance

with EU Taxonomy. The EU taxonomy regulation creates a clear framework for the concept of sustainability, exactly defining when a company is operating sustainably or environmentally friendly. This legislation aims to reward and promote environmentally friendly business practices and technologies. The focus is around six environmental objectives:



Example

This project provides an opportunity to plant trees in the UK whilst also helping to protect the Amazon Rainforest – the largest remaining rainforest in the world. The Amazon is known for its amazing biodiversity; containing 10% of all species, including many endangered species.

For each tCO2e offset, one tree is planted in the UK in the region of choice and an additional tCO2e is offset through the Brazilian Amazon Verified Carbon Standard (VCS) Reduced Emissions from Deforestation and Degradation (REDD) project to guarantee the emission reductions.

APCOA planted 500 trees at Crane Park Primary School in Feltham to offset 500 tCO2e of carbon emissions, helping prevent climate change and creating space for wildlife

In the UK, the trees are typically planted across school grounds, parks, farms, woodlands and other biodiversity sites, providing wildlife habitats and often bringing educational and community benefits.



Enhancing Green Spaces for Health and Biodiversity

The NHS Forest Fund helps inspire and support healthcare sites in transforming their green space for health, wellbeing, and biodiversity. A nature-positive health service is vital for building stronger healthier, and more sustainable communities.

At Luton & Dunstable NHS Hospital, in partnership with the NHS Forest, we've led efforts to strategically design, plant, and upkeep trees and woodlands, nurturing wildlife habitats and sustainable community spaces around the hospital. Our work spans a variety of projects, from tree planting to establishing sensory, dementia, and memorial gardens, as well as installing bird and insect boxes.



6. Social



Our Main Focus Areas

Business ethics and integrity are fundamental pillars that uphold APCOA's credibility, leading to our long-term success and sustainable business practices. We understand that our actions extend beyond our organisation and impact various stakeholders, including our customers, colleagues, their families, the environment, and the communities in which we operate.

“Our social strategy is centered on optimising our relationships with our workforce, supply chain, and the communities we serve.”

As such, it is our responsibility to prioritise these areas within our business to ensure their stability, security, and alignment with our long-term goals. To achieve this, we've established a social framework which enables us to focus our efforts effectively with the autonomy to adapt measures according to local contexts.

Our social framework is built upon the principles of the United Nations Global Compact Agreement, to which we committed in December 2021. This commitment underscores our dedication to ethical business practices and sustainable development, ensuring that our actions contribute positively to society and the environment.

Example

The National TOMs framework is recognised by the UK Government as the standard for reporting on social value - Themes, Outcomes and Measures. These include supporting young people into work, opportunities for disadvantaged people, improving colleague health and ethical procurement.

During the re-tendering process for the London Borough of Southwark, APCOA made a £5m commitment to Social Value, focusing on:

- **Jobs - Local people for local jobs**
- **Growth - Local suppliers to support the local economy where possible**
- **Environment - Carbon neutral operations, and an all-electric fleet**
- **Social - Supporting local communities and tackling homelessness**

Progress towards the commitments is subject to independent due diligence from the Social Value Portal; this audit reviews all evidence gathered to support APCOA's quarterly submissions.

Achievements:

- **The most significant commitment to increase the number of local people employed on the contract is over 2/3 complete at the end of 2023**
- **More than 32,000 fuel miles were avoided in the last quarter of 2023 through the switch to a fully electric fleet**
- **We have delivered over £100,000 of social value through the recruitment of long-term unemployed people by working closely with Southwark Works (a local employment service)**
- **Despite delays and difficulties resulting from the COVID pandemic, by the end of 2023 over £3m social value contribution has been realised and the team is fully committed to further increases during 2024**



Within the Social framework we have the following six pillars:

1. Human Rights
2. Modern Slavery
3. Health & Safety
4. Diversity & Inclusion
5. Colleague Development
6. Supporting our Local Communities

1. Human Rights

APCOA respects and adheres to all principles of international human rights and protects these rights for our own employees in their professional and personal lives.

We place honesty and integrity at the core of our culture and promote the right to life and liberty. We believe that diversity and inclusion are key to our success and enrich us. Therefore, we encourage freedom of speech and expression for every employee - creating an environment where colleagues can express their professional views and opinions and their personal diversity without fear or consequence.

Example

APCOA UK is a member of Sedex, which ensures that we operate under the highest ethical principles.



2. Modern Slavery

We are committed, firmly embedded in our Code of Conduct, to eliminating modern slavery and human trafficking in our supply chains or in any part of our business.

“We also choose our business partners based on these considerations.”

We do not support the recruitment, transfer, harboring or receipt of children, women or men through the use of force, coercion, deception or

any other means for the purpose of exploitation. APCOA strictly dissociates itself from actions as well as participation in actions that violate these rights.

APCOA mandates this from its business partners/ suppliers and clients. As a result we check new clients and business partners/ suppliers for compliance.

To enable this to be implemented consistently, APCOA created a Supplier Management Policy which was rolled out in 2015.

3. Health & Safety - Safety First

As part of the wider transport sector, the parking industry has several unique challenges to overcome regarding health and safety. Large numbers of visitors to our sites, combined with the frequent transition of customers from vehicle to on-foot travel, is a catalyst for several issues for our customers and employees.

As such, we make sure health and safety are at the forefront of everything we do, with particular emphasis on how we can improve the working conditions of our employees through best practice and common-sense policy implementation.

In 2015, we enhanced our incident management system to ensure immediate reporting of all Priority 1 incidents, accompanied by comprehensive details regarding the incident, ongoing actions, and lessons gathered. Priority 1 incidents encompass those involving fatalities, serious injuries to colleagues, instances of fraud, or scenarios with potential repercussions on our brand or reputation.

We also measure Lost Time Injury Frequency Rate (the number of lost time injuries occurring in a workplace per 1 million hours worked).

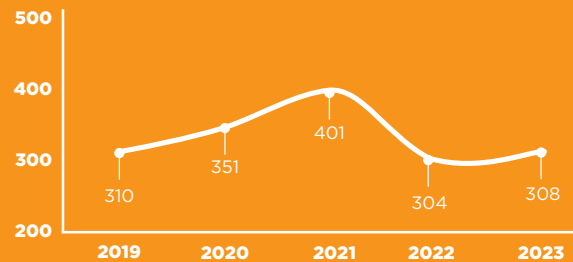
Example

Now in its third year of partnership, APCOA UK is proud to continue to support the work of StreetLink, connecting homeless people with local services. StreetLink is a national referral service, managed by St Mungo's in partnership with Homeless Link and is a means by which members of the public can alert local authorities and homelessness outreach teams to people sleeping rough in their area, so that they can be located and connected with the

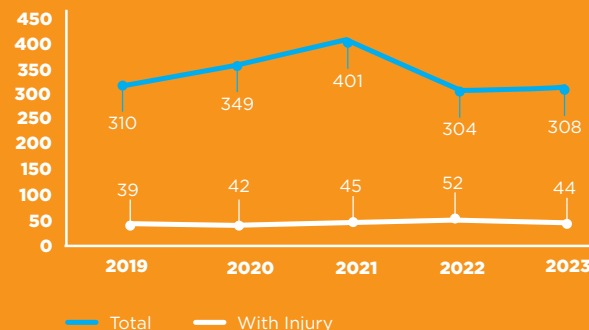
local services available to help them off the streets. Over the past decade StreetLink has put 90,000 people in touch with support to help them end their rough sleeping.

APCOA UK has more than 1,000 colleagues who patrol streets and car parks across the UK as part of their everyday role, whether in parking enforcement or supporting local authorities in other ways and our officers can help connect people struggling with homelessness with the support they need.

Five Year Total Assault



Total Assault Vs Injury



In 2023 we saw a slight increase in the overall number of assaults on colleagues with a year-on-year increase of 4%.

However, although the total number of assaults slightly increased, those resulting in an injury reduced by approximately 15%. The overall increase came from the Assault - Confrontation and Assault - No Injury reporting categories.

In 2022 we began working with the BPA on their Frontline Officer Welfare group. This is a panel of professionals from the wider parking and enforcement sector aiming to develop ways to reduce the likelihood and severity of assaults on public facing parking colleagues and provide support if they are assaulted. The panel is also lobbying government to include front-line parking and enforcement workers in the Assaults on Emergency Workers (Offences) Act 2018 to protect colleagues further and to deter would-be offenders.

We have helped to devise a Frontline Officer survey which looks specifically at assault and abuse and which will be sent to all BPA members to complete and capture assault and abuse data in April 2024.

We categorise assaults in three ways:

Assault - Confrontation

When a member of the public is abusive and uses threatening language directed toward an APCOA colleague, but no physical contact is made.

Assault - No injury

When a member of the public, jostles or makes other physical contact with and APCOA colleague, but no injury is caused.

Assault - with injury

When an APCOA colleague receives an injury because of an assault.

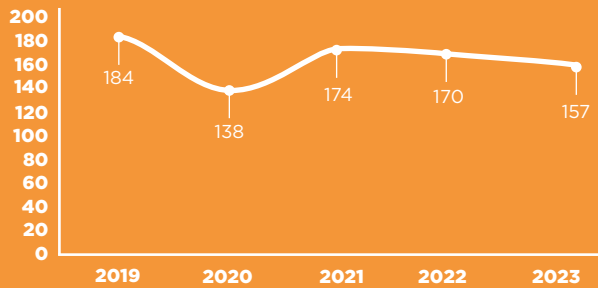
Example

2023 continued the return to pre-pandemic numbers, but still an overall downward trend, with a year-on-year reduction in the total number of injuries.

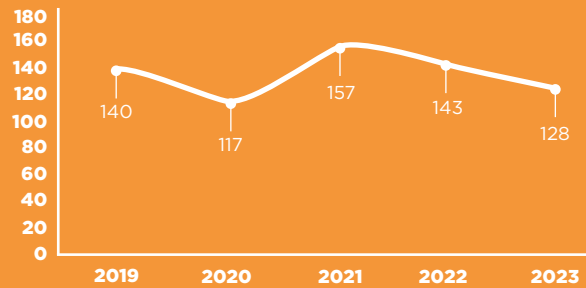
We did, however, have a small increase in the number of injuries involving a member of the public / customer, which rose from 27 in 2022 to 29 in 2023. The largest increase was in our Airport sector which saw an increase of 14 injury incidents, year-on-year as it returned to pre-pandemic passenger numbers. At Heathrow, APCOA has approximately 20m car park users per year.

“From an injury to colleague perspective, we experienced a 10% reduction, dropping from 143 in 2021 to 128 in 2023.”

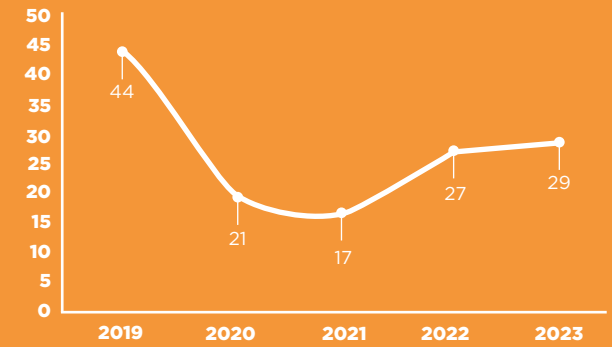
Five Year Total Accidents



Five Year Injury - APCOA Employee



Five Year Injury to Public



Code Blue

We have also introduced our “Code Blue” reporting process.

A Code Blue is an incident whereby an APCOA colleague is called a name or has an offensive (non-racial or sexist) comment made toward them. Whilst these actions may not cause any physical harm, continued exposure to critical and diminishing comments will eventually influence a person’s self-esteem and mental health in a negative way.


Furthermore, if a member of the public is happy to call a CEO an unpleasant name or otherwise say something derogatory to them, they may be more



likely to threaten or physically attack the CEO. Collecting and collating this data helps us to identify times and locations where a code blue is more likely and therefore devise a more strategic approach to enforcement activities at those times and in those areas, thereby taking preventative action before a code blue occurs as part of a wider risk management approach.

Code blue data collection also helps managers to identify colleagues who are experiencing high numbers of objectionable comments (although even one is unacceptable) and offer support to those colleagues.

My Personal Safety Promise




APCOA PARKING
MAKE *Safety Personal*

What I am going to do...

1. I am going to take care of myself and not take unnecessary risks.
2. I shall consider the safety of others that may be affected by what I do, or what I fail to do.
3. I will challenge unsafe acts or behaviour and take swift appropriate action to remedy unsafe conditions.
4. I will always set a good example – to think safe, act safe and work safe.

What this means...

1. You will work safely and comply with all relevant safe working instructions. If an unusual situation arises, you will always consider your safety before doing anything else. If you do not feel comfortable or if you think that there are risks to your personal safety which are not controlled, you will not continue and will seek help and advice from others.
2. In addition to you taking care of yourself, you need to make sure that you do not do anything (or forget to do something) that could lead to anyone else being harmed. This includes both your colleagues and anyone else who visits the site. You need to make sure you leave any area where you have been working in a safe condition and you should not do anything that could or might create a situation where someone else could be hurt.
3. If you see a colleague working dangerously or anyone behaving in an unsafe way, you will do what you can to stop them. You will do whatever you can to remedy an unsafe condition, provided that by doing so, you do not put yourself at risk. If you discover or become aware of anything which could affect safety but cannot do anything about, you will swiftly inform your Manager.
4. Your behaviour and attitude toward safe working will have an effect on your colleagues, especially those less experienced. Therefore you will make sure that you abide by all the safety procedures for the work that you do. You will not take shortcuts which could affect your safety or the safety of others. You will not engage in work, or use equipment or substances you have not been trained to, unless you are being supervised by someone who is competent; nor will you ask anyone else to. You will always use any personal protective equipment you have been given and report any damage or defect you find with it as well as any other problem you may find.

SIGNED  _____

KIM CHALLIS
REGIONAL MANAGING DIRECTOR APCOA PARKING UK&I

SIGNED _____

PRINT NAME _____

Example

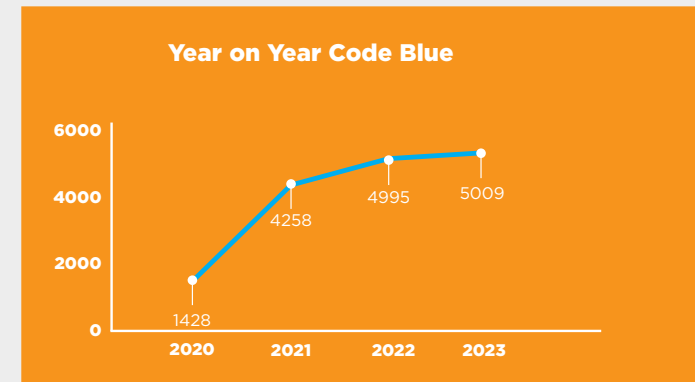
In 2015 we launched our overarching safety philosophy ‘Make Safety Personal’ and colleague engagement in this has directly contributed toward our injury incident reduction success.



On their first day with APCOA all new colleagues are asked to sign their Safety Promise, committing them to considering safety in everything they do.

The Safety Promise has been countersigned by our Managing Director, Kim Challis demonstrating top level commitment to health and safety.

By engaging with new colleagues on their first day with us, we bring health and safety front and centre and clearly demonstrate that we take H&S seriously and so should they.



Other Campaigns

Our **SEE IT - SORT IT** campaign is specifically targeted at reducing the number of slip and trip incidents across all APCOA sites. Slip and trip incidents remain the greatest cause of injury accident across our business.

Our SEE IT - SORT IT campaign seeks to raise awareness of workplace slip and trip hazards and encourages colleagues to take appropriate action to prevent an accident.

In 2023 we saw a small year-on-year increase in the number of injuries caused by a slip or trip. This is in line with the increase of use by the public.

SEE IT - SORT IT is being reviewed and will be relaunched in Q1 2024.



Example

Our 'Stand up for Your Health' wellbeing campaign is targeted at APCOA colleagues who spend the majority of their working lives sitting down. This includes our Customer Service Centre colleagues, CCTV Control Room operators, administrative colleagues, and managers.

There is increasing evidence which links a sedentary lifestyle to chronic health conditions such as type 2 diabetes, lower back pain and cardiovascular disease. These risks can be significantly reduced by making sure that for a proportion of the day a person is standing and moving around.

These colleagues are encouraged to be more "active" whilst they do their job by standing to take phone calls, drinking more and by placing the refuse bin distant from their workstation so they have to walk to use it.

It's About Keeping You Safe...

'It's About Keeping You Safe', is our ongoing vehicle for health and safety information and instruction. Updates are sent regularly from the Health and Safety Manager to all site managers who then disseminate the bulletin to their teams. This is done via team briefings and using the site's H&S Noticeboard.

In 2023 bulletins ranging from e-bike safety, to working in the hot weather and changes to the Highway Code were published.

APCOA PARKING
MAKE Safety Personal

Stand up for Your Health!

Prolonged sitting significantly increases the risk of :

- Lower back pain
- Cardiovascular disease
- Type 2 diabetes
- Obesity
- Poor circulation
- Colon Cancer
- High Cholesterol
- Early mortality

Here are some tips to help you reduce your risk and sit less at work

- Take **Regular Breaks** from sitting and try to stand up every **30 Minutes**
- Take **the stairs** instead of using the lift
- Stand Up** or **Pace** whilst on the phone
- Walk over** to speak to a colleague instead of sending an email
- Hold **Standing** or **Walking Meetings**
- Move** your **Rubbish Bin Away** from your desk
- Drink** lots of fresh **Water** for frequent toilet trips

Remember - Sit Less & Move More



Example

'Safe Space' is the working title of our new Wellbeing Campaign, which we are currently designing and developing. This will be rolled out at Heathrow to stress test and once any wrinkles have been ironed out, we will implement it across the business. A 'Wellbeing' group will be created at Heathrow, and the members will receive mental health awareness training. The Wellbeing group will meet quarterly.

Colleagues will be invited to raise any wellbeing concerns with one of the group (in confidence) and colleagues' concerns will be raised at the quarterly meeting and solutions explored. We will also consider doing wellbeing surveys.



Life Saving Equipment

APCOA have supplied Zoll AED 3 Adult Paediatric defibrillators at seven of our key sites across the UK.

Our high footfall sites have been selected as the initial priority as defibrillators located here will be accessible to the highest numbers of both employees and members of the public.

Careful siting of these lifesaving units is important as statistics from The British Heart Foundation reveal that the chance of surviving a cardiac arrest jump from 6% to 74% if the casualty is in a shockable rhythm and a defibrillator is deployed within 3 minutes.



4. Diversity, Equity & Inclusion (DE&I)

Our people are important to us at APCOA, and we are proud to say that we employ colleagues from a diverse range of backgrounds and experience. Regardless of your age, race, gender, or sexuality the message is clear:

“APCOA welcomes you.”

Driving diversity and equity helps us tackle the shortage in talent faced by businesses across all sectors which has resulted from rapid advancements in technology and changes in workplace demographics.

We continue to monitor our total workforce, which at the end of 2023 was 2,199 equivalents, to check we have representation from as many diverse groups as possible to ensure that each of our workplaces represent the local community it serves. Based on voluntary

information provided, we employ more than 55 different nationalities. APCOA's DE&I approach is focused on further developing our five identified target sectors – looking at ways in which we can attract, recruit, develop and retain people in these groups:

Women in Parking

The parking industry has traditionally struggled to balance gender, with men across most job-levels having much higher rates of employment than their female counterparts.

We have established DE&I programmes which specifically focus on attracting women into the group. Our flexible working approach has proved to be key in making our business more attractive to women.

Example

We work with local agencies such as Southwark Works, who we commit to employing at least 10 new colleagues from per annum. This work is of great importance as it is there to support people who have faced barriers getting into the workplace and have been long-term unemployed. Their work gives people the confidence to become self-sufficient and part of that journey is helping them find sustainable employment. Something which we can offer.

“26% of all our employees are female. Our objective is to further increase this to 30% by the end of 2024.”



Young Talent (< 25 years)

This group represents a new era of talent, an army of creative, tech savvy optimists who are redefining the workplace as we know it. At APCOA we are proud to share that **9.8% of our entire workforce is represented by Young Talent** in all functions. This has increased by 4% on last years' performance. Our target is to increase this to 20% by the end of 2024.

Personnel > 55 years

People are living longer, remaining in the workforce and putting off retirement as the cost of living increases and with many still needing an income.

At APCOA we recognise the value older workers can bring to the organisation including their wealth of work and life experience, their ability to act as role models for the Young Talent group and increase in productivity. 12.2% of our entire workforce is represented by Mature Personnel in all functions across our Group.

The Organisation for Economic Co-operation and Development (OECD) concludes that employing just 10% more workers aged over 50 years old can increase company productivity by 1.1%. Key reasons are lower job turnover and the greater experience and more developed skills of older workers.

Long Term Unemployed

We actively look to recruit from this group by ensuring we have appropriate flexibility and the right working practices in place to support their return to the workplace. We attend Job Centre fairs where we meet LTU people looking for sustainable employment, additionally we have engaged Ex-Armed Forces agencies.

APCOA's Approach

We will drive and deliver the following key benefits:

More Effective Teams

Most people work best in an environment which makes them feel included and valued and where they can "bring their whole self" to work.

Increasing Trust from Colleagues and Clients

A commitment to DE&I is now expected by clients and employees, especially by younger generations. To recruit and retain top talent, we must drive diversity at all levels.

Innovation

Diverse teams are able to tackle challenges in new ways. Great ideas come from disrupting the status quo, from challenging each other using "whole brain" thinking and from having a workforce which reflects the clients and communities we serve.

Bridging Skills Gaps

The current war for talent will only worsen in the future if we continue to leave a large proportion of the available talent pool on the side-lines. The parking industry is undergoing transformational reform with urban mobility, smart cities, automated vehicles, electric vehicle charging and power infrastructure challenges, and sustainability targets, to name a few, and therefore the need for a changing skills profile is vital.

Increasing Profitability

Companies in the top quartile for gender diversity in executive teams are 21% more likely to outperform on profitability and value creation. Companies in the top quartile for ethnic/cultural diversity on executive teams are 33% more likely to have industry leading profitability.

We have been developing detailed plans and targets for each of these groups supported by clear measurement to track success. These are already in place for Women and Young Talent and we are continuing to work on them for the rest.



We also organise regular work and social events to support team building and enhance the sense of togetherness.

Employee Recognition

We enjoy being able to celebrate the important work that our colleagues do. By doing so, we know we will bring out the very best in our people, which in turn enables us to provide our customers and clients with a world class service. We provide colleagues with an 'Employee of the Month' recognition scheme.

Equity and Inclusion

APCOA is committed to creating a work environment in which all people are treated fairly and with respect, have equal access to opportunities and resources, and can contribute fully to the success of the organisation. Our Code of Conduct ensures colleagues understand the high standards of behavior expected by everyone in the workplace.

“We also promote work-life balance at all levels by offering part-time positions, flexible working hours and work-from-home options, also for reintegration purposes”



“We saw an increase in the number of colleagues we pay the London Living Wage (LLW) who work on our inner London contracts to over 97.2%.”

All colleagues within APCOA are employed and paid in accordance with the applicable laws and receive the (industry) minimum wage. Furthermore, we are an equal opportunity employer and therefore guarantee equal pay and do not differentiate by gender.

We also stand for fair regulations for long-term absences such as illness or parental leave or for new colleagues coming out of long-term unemployment.

1. Fair & Equal Pay – Living Wage

APCOA's Fair & Equal Pay policy consists of four elements, the Living Wage (LW), Avoiding Zero Hour Contracts, the Gender Pay Gap and Equal Pay for colleagues carrying out the same role.

2. Fair & Equal Pay: Providing Contractual Stability – Avoiding Zero Hour Contracts.

In 2018 we had over 350 colleagues on zero-hour contracts. We decided that it was not fair to have colleagues on these contracts as they are not guaranteed work on week-by-week basis. We transitioned them all to guaranteed hours over a 12-month period. We now employ approximately 22 colleagues on zero-hour contracts. This is where it is a secondary income for these colleagues.

3. Fair & Equal Pay – Gender Pay Gap

It's important to reward all our employees fairly. Women in APCOA earn £1.03 for every £1 earned by men. This does not mean we pay men less for the same roles, we pay each grade of role the same irrespective of any characteristic, it means that women are on average in roles that attract a higher pay rate.

4. Equal Pay for colleagues carrying out the same role

Unless there are exceptional circumstances, all colleagues carrying out the same role are paid equally. All our roles are advertised without bias toward any of the 9 protected characteristics (Age, Gender, Race, Disability, Religion or belief, Sexual orientation, Gender reassignment, Marriage or civil partnerships, Pregnancy and maternity).



Example

On contract start with London Borough of Lambeth there were 14 people being paid less than the rest of their colleagues who were carrying out a similar role. This had been highlighted by the TUPE data we had received prior to transfer. The affected colleagues were also aware of this fact, and it had created some resentment in the team.

Once all colleagues transferred to APCOA we met the affected 14 collectively, and then individually, to confirm that we were aware of this matter and that we were proposing to harmonise their salaries with those being paid more.

On month 2 of the contract, we had remedied the situation by increasing the pay rate of those affected staff members. This helped us gain the trust of the team and improve relations amongst all the colleagues. Four years later, all 14 staff are still employed by APCOA.

In 2018, APCOA introduced an anonymous whistleblowing hotline provided by “SafeCall” which allows any employee to report concerns which they feel they cannot raise via their line manager. This is independently monitored by the Group Audit department.

5. Colleague Development

We attach great importance to creating opportunities for professional and personal development through a number of approaches including:

E-Campus

Our e-learning tool eCampus provides our colleagues with fingertip access to a wide range of learning and development material, to aid both their personal development and give them the latest knowledge to best perform their role. Since its launch in 2022 we have more than doubled the training modules available to all our people.

Developing Our Rising Talent - CEO Connection

Each quarter, our Group Chief Executive Officer (CEO) hosts the CEO Connection. Around 15 selected colleagues from across the Group are invited to spend a full day and evening with the CEO & C-Suite to discuss and exchange views, mainly on vision, strategy, ESG and the topic of leadership and collaboration. This builds new networks amongst APCOA colleagues and improves understanding about how every talent can contribute to the success of our company. By the end of 2023, more than 19 colleagues had participated from the UK.

Leadership Updates

The senior management team provide colleagues with quarterly progress updates on all activities covering strategy, financials, sustainability, service excellence and sales.

Example

We have established Apprenticeship and NVQ programmes that provide development opportunities that support colleagues on their APCOA career journey.

In 2023 we supported 50 colleagues development through apprenticeship and NVQ programmes.

Management Development

We have introduced a number of new training modules for our management population, including Unconscious Bias training and Managing Mental Health in the Workplace. Both designed to foster positive work environments for all colleagues.



6. Supporting our Local Communities

At APCOA we believe parking doesn't just have to be a transaction: as a company we are fully committed to making a positive difference to the lives of local people.

As part of our investment into the local communities we work in, we encourage charitable fundraising by colleagues across the countries. From toy drives, cycle rides and bake sales, to donating a portion of our revenue to local hospices, we strive to support sustainable giving and community focused support throughout UK and Ireland.

We also actively seek opportunities to work together with our clients to support local causes and charities that benefit the local community and businesses.

- We have initiated several community development programs including liaising with the police for safer neighbourhoods.
- We work together with our clients to support local causes and charities that benefit the local community and businesses
- Local apprenticeships
- APCOA's Quality Management system has a reporting function which is used to capture activities of a charitable or community nature.

Helping Schools Fund Development of Young Talent

The Duke of Edinburgh (DofE) award scheme has a well-deserved reputation for transforming young people's lives. Open to all backgrounds, cultures and abilities, a DofE Award can be a game-changer, raising young people's aspirations and opening doors to employment bringing together communities across the UK. However, even with available grants, it can be a challenge for schools, especially in deprived areas, to fund a large DofE programme because of the equipment needed for activities and outdoor events

APCOA became aware of the plight of a school in Peterborough who were struggling to offer the DofE experience to a wide group of pupils. APCOA raised over £10,000 via its supply chain partners and colleagues to support this initiative.



Example

Coram Life Education is a charity working with 5 primary schools in South London to provide supplementary education workshops and online teaching resources. APCOA provide funding to Coram which will support delivery of workshops for up to 320 students.

These education workshops and resources focus on giving children, from Nursery to Year 6, wellbeing and life skills lessons during their most formative years, helping children understand, explain and regulate emotions, navigate risk, stay safe on and offline, build resilience, stay physically and mentally well, and develop healthy relationships.

“APCOA raised over £10,000 via its supply chain partners and colleagues to support this initiative.”

In the UK, APCOA made a significant donation to London Thunder, an affiliated basketball club based in the London Borough of Lewisham. The club engages thousands of young people in basketball each year, developing basketball players and providing vocational courses for members and the wider community that lead to life skills and qualifications. Located in an area of financial deprivation, the club also runs successful programmes in the local community and primary schools.



Cycle Recycling

In July 2023, Swale Council unveiled a new initiative, the Cycle-re-Cycle project, in collaboration with HMP Swaleside, a partnership we're excited to be a part of.

Working closely with Swale Council, we are repurposing patrol bicycles from Swale Council that have reached the end of their lifespan, transporting them to HMP Swaleside for refurbishment by inmates enrolled in the City and Guilds Bicycle Mechanics Qualification program. These refurbished bikes will then be sold to various community partners for a nominal fee of £10, ensuring the sustainability of the program without the need for additional financial support.

We take pride in the fact that this new scheme has facilitated the recycling of 6 cycles over the past 6 months. Through our donations, we contribute to the recycling effort rather than resorting to scrapping, while at the same time supporting the local community by providing skills training for inmates that will aid in their reintegration upon release, as well as providing mobility solutions for those in need within the wider community.

In previous years, our bicycles from Maidstone Council were donated as part of the ReCycle Bicycle Recycling Programme, administered by Cycle Community CIC, a Community Interest Company located at Goldwyn School in Ashford.

“We are honoured to have contributed to the recycling of 1,500 bicycles through the ReCycle CIC Programme.”



Supporting Local sports teams

APCOA also sponsors a number of local football teams by funding their football kits and equipment purchases, allowing them to play their summer tournaments.



Countryside Cleanup Champions

Six members of APCOA's Lincolnshire team teamed up with a local community project, transforming their picturesque countryside. Dedicated volunteers removed 12 bags of rubbish, two trolleys, a suitcase, a leather coat, a Hoover pipe, and even rescued freshwater mussels.



Supporting Charities

Nordoff Robbins is the UK's largest Music Therapy Charity, using music to enrich the lives of people with life-limiting illness, disabilities or feelings of isolation.

APCOA has been proud to support the work of this inspirational charity for some years now. This year we organised a group of 10 UK business women to attend one of the largest fundraising events.

“The event raised more than £10,000 for the charity.”



Example

APCOA's team in Sandwell are delighted to have been awarded the Roy Jones Memorial Trophy in recognition of their behind-the-scenes support of the 2023 Parasol Charity Golf Day. The award was presented by the Charity's Treasurer Anjna Patel who is the founder and driving force behind the charity and its fundraising.

Parasol Charity began out of a desire to recognise the debt to the military men and women who have been injured whilst serving in recent conflicts, most notably Iraq and Afghanistan. The charity provides aid and comfort to injured service personnel and their families, when required, with no bureaucracy. No one in the charity receives any salary and all proceeds from fundraising and donations go straight to the families put forward by the charity's military liaison with any unallocated funds sent to military staff at the Queen Elizabeth Hospital Birmingham who determine the most suitable cause. This year's golf day was just as successful as previous years and the APCOA team were delighted to support the event which raised a substantial amount for the charity.



Christmas Toy Donation

At Christmas we were pleased to support the fabulous work of Well Wishers Charity at Walsall Manor Hospital by providing a donation of toys that were delivered to the children's ward for Christmas.



Derian House Childrens Hospice

Derian House help children and young people whose lives are too short to make happy memories in an environment of fun, respect and above all, high quality care.

They provide respite and end-of-life care to more than 400 children and young people across the Northwest of England.

The care Derian House provide is free for families, but services cost £6 million to run every year with under 30% of the funding needed coming from the government.



This hit the heart of APCOA's Customer Service Centre and we wanted to help. Following a series of successful fundraising events in 2022, the team now decided to raise even more this year for this amazing charity with a sky dive, jumping from 11,000 feet and **raising an impressive £4,000!**

“APCOA's Customer Services team raised over £5,000 for local charities.”



The team also organised various other fundraising events throughout the year, including an Easter coffee morning that generated £400 in support of a local children's home, a separate coffee morning that raised £220 for Macmillan, and two Wigan to Southport bike rides that raised £250 for Derian House and £125 for Claire House Childrens Hospices.



7. Governance



Our Main Focus

APCOA has taken precautions to achieve and ensure effective and organised corporate governance. For us, governance means not only compliance with applicable legal requirements or Group-wide guidelines, but also a commitment to ethical action. In this regard, APCOA is guided by the standards of good and responsible corporate governance.

Advisory Board

The Advisory Board, which is elected by the stockholders, is the ultimate decision-making body of the Group except with respect to those matters reserved to the stockholders. It selects the senior management team, which is charged with the conduct of the Group's business. Having selected the senior management team, the Board acts as an advisor and counselor to senior management and ultimately monitors its performance.

In fulfilling that responsibility, the directors may reasonably rely on the honesty and integrity of the Group's senior management and expert legal, accounting, financial and other advisors.

“The Advisory Board meets four times throughout the calendar year to consider important corporate events and actions.”

The Board has also established three Board Committees:

- Audit Committee
- HR Committee
- Investment Committee

The Advisory Board is the approving body for the company's key decisions such as operating plan, annual budgets, financial statements, material new business contracts, acquisitions, etc.

ESG Steering Committee

The ESG Steering Committee supports our ongoing commitment to environmental, corporate social responsibility, health and safety, governance, and other relevant public policy matters.

The committee regularly reports to the Advisory Board and includes the following executives:

The committee meets four times throughout the calendar year and assists the executive leadership team to:

- Set general strategy relating to environmental, social and governance matters
- Develop, implement, and monitor initiatives and policies based on that strategy
- Oversee communications with employees, investors, and stakeholders with respect to ESG matters
- Monitor and assess developments relating to, and improving the Company's understanding of ESG matters
- Efficient and timely disclosure of ESG matters to internal and external stakeholders



Chief Executive Officer
Philippe Op de Beeck



**Director SVP
Advisory Board**
Ricardo Mateiro



Group ESG Director
Kim Challis



Chief Operations Officer
Maximilian Winterling



Chief Financial Officer
Nick Pulford

Risk Management

In forward-looking businesses like ours, proactive risk management plays an integral role in decision-making and business processes. It is one of the governance systems that APCOA uses to assess, monitor and manage risks. Each business unit tailors its risk management approach to its functional responsibilities. Group-level risks are regularly discussed, evaluated, and reported. In addition, the potential risk areas are reviewed and adapted annually so as to identify, evaluate and counteract new and evolving risks. The risk management process involves the use of Group-wide standardised assessment principles and processes that are laid out in a policy.

In organisational terms, APCOA's risk management system is overseen by the Group Audit department, which reports directly to the Audit Committee. Risk management activities are the responsibility of the Executive Board and business unit Leadership. Findings and outcomes are communicated regulatory to the Audit Committee. Together, they define further risks, which are then tracked by the individual business units/departments and members of staff that are responsible for them. Every risk identified in the risk assessment is monitored and addressed by taking appropriate measures.

Code of Conduct

The Advisory Board has also adopted the Code of Conduct which includes an anti-fraud policy that applies to all executives, including members of the management board and Advisory Board, and all employees of the APCOA Group.

As a company being active in many different markets and jurisdictions in Europe, we are fully committed to complying with the laws and regulations in all the jurisdictions, including the German Criminal Code, the UK Bribery Act, and similar laws in other countries including local laws as they apply to APCOA's business.

The Code of Conduct covers various topics including:

- **Conflicts of interest**
- **Donations and sponsorship**
- **Anti-money-laundering**
- **Rejection of child and forced labour**
- **Equality and prohibition of discrimination**
- **Observance of antitrust and competition rules, etc.**

Whistleblower Hotline

A whistleblower hotline, managed by an independent third-party provider, is available to all employees and partners across APCOA. They can anonymously report any known or suspected breaches either through a local phone number, web, or e-mail.



Annual Compliance Training

All APCOA managers and supervisors undertake annual compliance training focused on understanding of the principles of the APCOA Code of Conduct and Corporate Anti-Fraud Policy. In 2023 the training has been expanded to include IT security training and Unconscious Bias training. The training is mandatory for all managers and supervisors of the APCOA Group and is conducted via our internal e-learning platform.



“We believe that clear structures and processes for decision-making, accountability, control and behaviour for all levels of our organisation are the foundation for sustainable success.”

Working with our Suppliers

Our contracts vary in nature and complexity and require us to engage and manage a large number of suppliers, including small and medium enterprises as well as local companies.

“Within our supply chain we advertise opportunities to local businesses and procure locally where this is mutually advantageous.”

To encourage this, whilst maintaining fair competition, we apply a significant weighting to the ‘provision of local support’ in procurement decisions.

We are committed to ensuring our supplier selection strategy and processes are transparent, objective and non-discriminatory, and that they provide fair and equal opportunities for all organisations including Small and Medium Enterprises (SMEs), Black Asian and Minority Ethnic (BAME), and organisations owned by under-represented groups. We support our suppliers by upholding the payment terms and ensuring the prompt settlement of invoices.

APCOA has adopted the Supplier Code of Conduct. This Code is intended for all those involved in APCOA’s supply chain, including agencies, public bodies, and subcontractors and contains the key principles that apply to APCOA in the areas of Corruption and Competition, Human Rights, Health and Safety, Social Responsibility, and Data Privacy and Security.

This Code also introduces the option for our suppliers to anonymously report any known or suspected breaches.



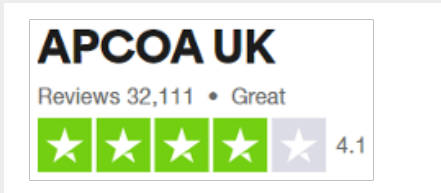
Certifications

APCOA has achieved a series of certifications further demonstrating our commitment to ESG. We hold certifications in:

- ISO 9001:2015 (Quality Management Systems)
- ISO 14001 (Environmental Management Systems)
- ISO 45001 (Occupational: Health & Safety Management)
- ISO 27001 (Information Security Management) certified.
- ISO 22301 (Business continuity Management)
- Cyber Essentials Plus



APCOA has made a Group-wide company commitment to EV100 - the global initiative bringing together companies committed to switching their owned and contracted fleets to electric vehicles and installing charging infrastructure for employees and customers by 2030.



8. Performance Data



Environmental

Carbon Emission Measurement	2021 (tCO2)	2022 (tCO2)	2023 (tCO2)
Total emissions	8,603.36	10,095.91	11,644.25

GHC Scope 1 (tCO2)			
Total refrigerant	0	0	0
Total fuel combustion mobile & stationary	669.63	968.80	725.16
Total	669.63	968.80	725.16

GHC Scope 2 (tCO2)			
Total	277.24	340.81	-

GHC Scope 3 (tCO2)			
Category 1: Purchased goods and services	148.43	391.94	213.95
Category 2: Capital goods	123.06	387.50	403.36
Category 3: Fuel- and energy-related activities	315.1	687.09	184.32
Category 5: Waste	53.01	25.96	19.59
Category 6: Business travel	93.07	152.55	156.72
Category 7: Employee commuting	932.49	1,438.17	1,314.65
Category 8: Upstream leased assets	6,056.24	6,043.90	8,626.49
Total	7,656.49	8,786.31	10,919.08

Environmental

GHC Scope 3 (tCO2)	2021 (tCO2)	2022 (tCO2)	2023 (tCO2)
100% renewable energy	YES	YES	YES
Percentage of fleet which is electric	-	22%	45%
Number of car parks with LED lighting	-	11	11
Number of EV chargepoints installed	-	900	1484
Number of car parks with cycle parks	0	0	359
Number of car parks with solar panels	0	0	41

Our carbon emissions experienced a notable increase from 2021 to 2022, primarily attributable to the acquisition of Gemini Parking Solutions.

We have seen an increase in our Scope 3 emissions in 2023. This is largely due to our new business wins in the Local Authority sector, which has seen us expand the number of base locations we operate from across the country.

Social

	2021	2022	2023
Number of employees (Oct 2023)	1,998	2,100	2,199
Carbon footprint tCO2 per employee	9.94	5.15	5.29
Safety Measure			
Lost time injury frequency rate	6.2	5	2.8
Incident management system across group	Yes	Yes	Yes
Diversity & Inclusion			
<25 year old (young talent)	9.5%	10.8%	9.8%
25 to 40 year old	41.5%	43.3%	41.3%
41 to 60 year old	37.6%	33.4%	36.7%
> 60 year old (mature personnel)	11.4%	12.5%	12.2%
Number of different ethnic origins	49	49	49
Percentage of woman in the workforce	33%	36%	26%
Percentage of staff working part-time	29%	33.5%	28%
Percentage of staff receiving training	100%	100%	100%

Governance

Accreditations	2021	2022	2023
ISO14001 (Environmental)	Yes	Yes	Yes
ISO27001 (IT Security)	No	Yes	Yes
ISO45001 (Health & Safety)	Yes	Yes	Yes
ISO22301 (BCP)	Yes	Yes	Yes
Cyber Essentials	Yes	Yes	Yes

Corporate Governance			
Whistleblower hotline	Yes	Yes	Yes
Annual compliance training	No	Yes	Yes
Incident Management	Yes	No	Yes
Code of Conduct	Yes	Yes	Yes
Supplier Management Policy	Yes	Yes	Yes

Key Notes - Data Points at the end of each Calendar Year

Car parks include complete estate managed or lease, LED lighting excludes all surface car parks.

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Learn more about APCOA's ESG initiatives at
www.apcoa.com/about-apcoa/apcoa-sustainability
and read our news in our press section.

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